

Art Fairs Coordinator & Gallery Account Manager

Job title:	Art Fairs Coordinator & Gallery Account Manager
Reports to:	Art Fairs Manager
Location:	Exchange Tower, E14
Hours of work:	Full time 9.00am – 5.00pm

Job Purpose:

To be the contact for managing the successful transportation and installation of client's fine art works at Global Art Fairs and day to day needs of selected galleries. This involves the coordination of all Momart road, sea and air transport, customs, case making and packing, warehouse, and installation services, completed to set deadlines. The client base consists of independent galleries, artists, overseas agents and private lenders. Account Management of galleries requires maintaining a high level of service across all their art logistics needs and developing accounts to increase revenue opportunities.

Key Tasks:

ART FAIR REQUIREMENTS:

- Estimate the projects on request
- Assess clients individual needs for each 'job'
- Using the Momart internal system, schedule and track all the required services to complete the 'job' while liaising both with the client and service departments (transport, packing and case making, technical support etc) to ensure consistently high-quality delivery
- Manage changes to the delivery scheduling, ensuring clear communications of changes to all affected parties
- Manage multiple files simultaneously
- Manage external suppliers (such as overseas agents) if they are required to complete each 'job'
- Keep the client informed of costs changes and ensure jobs are invoiced with a good level of profitability
- Using the internal system, track all costs and prepare accurate invoices in a timely manner
- Travel when required to various global art fairs
- Liaise face to face with clients at the fairs and respond timely in their requests
- Collaborate and form close relationships with host agents and fair organisers
- Provide reports on activity when requested
- Visit clients to develop relationships and to review client satisfaction

ACCOUNT MANAGEMENT KEY TASKS:

- Assessing your client's individual needs on a day to day basis
- Ensure the most cost effective co-ordination of resources
- Using the Momart internal system, schedule and track all the required services to complete the 'job' while liaising both with the client and service departments

(transport, packing and case making, technical support etc) to ensure consistently high-quality delivery

- Manage external suppliers (such as overseas agents) if they are required to complete each 'job'
- Keep the client informed of costs changes and ensure jobs are invoiced with a good level of profitability
- Manage a number of project files simultaneously including the timely booking of internal and external services e.g. transport, case making, freight etc.
- Upselling opportunities (storage, insurance etc.)
- Attend regular team meetings

ADMINISTRATION DUTIES:

- Ensure projected turnover information is correct e.g. end date, projection date & value of invoice.
- Invoicing: ensuring invoices are passed on time, month to month or in advance as the job file requires.
- Internal and external documentation: Ensuring these are delivered in an accurate manner and on a timely basis.
- Assist with solving credit control problems when queries arise
- Authorise purchase invoices for services purchased from suppliers on each project including overseas agents.
- Adhere to all company policies

QUALITY ISSUES:

- Ensure Team Manager is made aware of any client dissatisfaction ASAP.
- Ensure completed in a timely manner

Skills & Personal Qualities:

- Highly logical thinker with excellent attention to detail
- Confident working to tight deadlines and prioritising workload
- Able to work under pressure and long hours where required – until the task is complete
- Ability to maintain clear and concise records, filing and effective monitoring systems
- Excellent computer literacy, with both Microsoft Office and Enterprise Resource Planning software (ERP)
- Well-developed numerical and analytical skills
- Used to anticipating problems before they happen
- Highly collaborative
- Excellent communication skills both internally and externally. In particular confident and social in front of clients
- Flexible and co-operative approach to work: willingness to work as a team member in a project-based environment as well as being able and willing to work beyond the set working hours through busy periods at potentially short notice
- Demonstrates a good understanding of Momart's security programme and their role in it.
- Able to assist colleagues, customers, agents and suppliers in resolving issues and escalating where necessary.
- Adhere to all company policies

Experience required:

- Minimum 2 years' experience in a similar logistics position, with specific experience operating on-site at major global art fairs overseas.
- Knowledge of UK transport routes, including road, air and sea
- Experience of taking ownership of projects/jobs and managing the end to end delivery of services
- Confident at stakeholder management and ownership of client relationships
- Working on large time sensitive and pressured shipping projects
- Experience in Coordinating a large team overseas to complete a project successfully
- A good understanding of UK & overseas customs
- Knowledge of art handling skill advantageous.

Company Description

Momart is the premier fine art handling, shipping and storage company in the UK. Established in 1972, we have world-class reputation for providing solutions to the most complex art transport and installation challenges. We have been involved in handling many of the world's most prestigious fine art objects and are now the agent of choice for the many national museums, art galleries and private collectors.

* All employees have the legal right to request flexible working

We are committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination

Please note: As a Regulated Agent, Momart Ltd. is required to carry out reference checks on all our employees. It is an offence under the Aviation Security Act 1982 as amended by the Aviation & Maritime Security Act 1990 and the Anti-terrorism, Crime and Security Act 2001, to give false information regarding this reference.